

**Housing & Services Manager**  
**CESSAC & CESSA Housing Association (CESSA HA)**

**Person Specification**

**Essential Criteria**

- Experience of working in Housing, or similar (ideally property-based) industry that demonstrates knowledge and understanding of:
  - Repairs and maintenance.
  - Lettings and tenancy management (including awareness of Landlord and Tenant Law).
  - Voids management.
  - Allocations.
  - Housing-related Health & Safety legislation.
  - External stakeholder management, i.e. local government and other agencies.
  - The wider strategic Housing environment and its implications on the services delivered by the organisation.
- Excellent problem-solving skills, especially where solutions are not always transparent.
- Excellent time management skills; able to prioritise and manage a varying and busy workload.
- Effective communication and negotiation skills at all levels of the organisation and with residents.
- Honesty, openness and empathy with the customer group (older people aged 60 and over), particularly those with an ex-Service background.
- Some managerial experience, including an ability to motivate and develop staff.
- Competent use of computerised information and management systems including IT packages. Proficient with Microsoft Word, Excel and Outlook.
- Clean driving licence and access to a car insured for business purposes.
- DBS clearance (or ability to obtain it, i.e. no personal history that would preclude it).
- Candidates will need to be able to highlight how they develop rapport with tenants, and the volunteer tenant and housing committee groups.
- Ability to drive and have access to a vehicle.

**Desirable Criteria**

- Some understanding of the Armed Forces environment.
- Relevant Housing or Health & Safety (e.g. NBOOSH) qualification and/or membership of professional housing body e.g. Chartered Institute of Housing, or willingness to obtain.
- Experience of Sheltered Housing and the management of scheme based, lone working Scheme management staff.
- Experience of record keeping and data management using a Housing Management System.